

STOWMARKET GOLF CENTRE LIMITED

EQUAL OPPORTUNITIES POLICY

Document Date	June 2026
Review Date	June 2027
Responsible Person	Duncan Burl / Paula Burl (Directors)
Legal Basis	Equality Act 2010

1. Policy Statement

Stowmarket Golf Centre Limited is committed to providing equal opportunities in employment and in the delivery of its services to customers, members, and visitors.

We believe that everyone should be treated fairly and with respect, and that no person should be disadvantaged because of who they are. We are committed to creating an environment — for staff and customers alike — that is welcoming, inclusive, and free from discrimination, harassment, and victimisation.

This policy applies to all aspects of employment at Stowmarket Golf Centre, including recruitment, pay, training, promotion, and dismissal. It also applies to how we treat customers, members, visitors, and contractors.

2. Protected Characteristics

Under the Equality Act 2010, it is unlawful to discriminate against a person because of any of the following protected characteristics:

Protected Characteristic	What This Means
Age	You cannot discriminate against someone because of their age, whether young or old
Disability	You must make reasonable adjustments for people with physical or mental disabilities
Gender reassignment	You cannot discriminate against someone who is transitioning or has transitioned
Marriage and civil partnership	Protection applies in employment contexts
Pregnancy and maternity	You cannot discriminate against someone who is pregnant or on maternity leave
Race	Includes colour, nationality, ethnic or national origin

Religion or belief	Includes all religions and philosophical beliefs, and having no religion
Sex	You cannot discriminate against someone because of their gender
Sexual orientation	You cannot discriminate against someone because of their sexual orientation

3. Types of Discrimination

Direct Discrimination

Treating someone less favourably than another person because of a protected characteristic. For example, refusing to employ someone because of their age or race.

Indirect Discrimination

Applying a rule or practice that appears neutral but disadvantages people with a particular protected characteristic — unless it can be objectively justified.

Harassment

Unwanted conduct related to a protected characteristic that violates a person's dignity or creates an intimidating, hostile, degrading, humiliating, or offensive environment.

Victimisation

Treating someone unfairly because they have made a complaint about discrimination, or supported someone else in doing so.

4. Our Commitments

In Employment

- Recruit, promote, and treat all employees fairly and on the basis of merit alone
- Pay all staff equally for equal work, regardless of any protected characteristic
- Provide equal access to training and development opportunities
- Not tolerate bullying, harassment, or victimisation of any member of staff
- Make reasonable adjustments to support employees with disabilities
- Take all complaints of discrimination seriously and investigate them promptly and fairly

In Service Delivery

- Welcome all customers, members, and visitors regardless of any protected characteristic
- Not refuse membership or service to anyone on discriminatory grounds
- Ensure that our facilities and activities are accessible and inclusive wherever reasonably practicable
- Not tolerate discriminatory behaviour by members or customers towards other members, customers, or staff

5. Responsibilities

Management (Duncan Burl and Paula Burl)

- Ensure this policy is implemented, communicated, and reviewed
- Lead by example in promoting equality and inclusion
- Take prompt action when discrimination, harassment, or victimisation is reported or observed
- Ensure recruitment and employment decisions are made fairly and on merit

All Staff

- Treat colleagues, customers, and members with respect at all times
- Not engage in or tolerate discriminatory behaviour, harassment, or victimisation
- Report any concerns or incidents to management promptly
- Co-operate with any investigation into a complaint

6. Reasonable Adjustments

Stowmarket Golf Centre will make reasonable adjustments to ensure that people with disabilities are not put at a substantial disadvantage compared to those without. This may include adjustments to the physical environment, working arrangements, or the way services are delivered.

If you have a disability or specific need, please speak to Duncan or Paula Burl so that we can discuss what adjustments may be possible.

7. Making a Complaint

Anyone who believes they have been discriminated against, harassed, or victimised — whether a member of staff, a customer, or a visitor — should raise their concern as soon as possible.

How to Raise a Concern

Staff: speak to Duncan or Paula Burl directly, or put your concern in writing

Customers and members: speak to the Centre Manager or a Director

All complaints will be taken seriously, treated in confidence, and investigated promptly

No one will be penalised for raising a concern in good faith

Where a complaint cannot be resolved internally, staff have the right to raise the matter with ACAS (0300 123 1100) or an Employment Tribunal. Customers and members may seek advice from the Equality Advisory and Support Service (EASS) on 0808 800 0082.

8. Monitoring and Review

This policy will be reviewed annually or following any significant change in legislation or working practices. Duncan and Paula Burl are responsible for ensuring the policy remains current and effective.

We will monitor our employment practices to ensure that this policy is working in practice and that no group is being inadvertently disadvantaged.

9. Sign Off

Stowmarket Golf Centre Limited is committed to the principle of equal opportunities and to the active promotion of equality across our business.

Signed: Duncan Burl, Director / Paula Burl, Director

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This policy should be read alongside the Staff Welcome Pack, the Anti-Bullying and Harassment Policy, and the Disciplinary and Grievance Procedure.